



Ohio Department of Medicaid

ODM 2022 Press

October 3, 2022

New Initiatives have Launched! What You Need to Know.

Since the earliest days of Governor DeWine's administration, he asked us to listen to Ohioans and focus on each individual's needs. To that end, with the October 1 launch of the Single Pharmacy Benefit Manager (SPBM) and Centralized Credentialing in the

Provider Network Management (PNM) module, we took two more big steps to honor what we heard in discussions with individuals and providers across Ohio.

For SPBM information

- Read the article "[Single Pharmacy Benefit Manager is Live!](#)" for important information and resources.
- Need help? Contact the Gainwell SPBM Help Desk at (833) 491-0344 or visit <https://spbm.medicaid.ohio.gov>.
- You can also find SPBM training recordings [here](#) and make sure to review Gainwell's SPBM [provider manual](#).

For PNM and Centralized Credentialing information

- Read the article "[The PNM Module is Live](#)" for important information and resources.
- For questions relating to Centralized Credentialing and the PNM module, contact ODM's Integrated Help Desk at (800) 686-1516 or visit the [PNM & Centralized Credentialing webpage](#).
- For additional information review the [PNM training materials](#) and review the [PNM Frequently Asked Questions](#).

Do have your OH|ID?

- Anyone accessing the PNM or the SPBM secure web portal will need an OH|ID to log in and complete key administrative tasks and processes. The following resources are available to providers assist in setting up an account.
 - [Create an OH|ID account](#).
 - [Get help logging in](#).
 - [View an in-depth OH|ID account creation user guide](#).
- Providers needing technical assistance should contact the Ohio Department of Medicaid Integrated Help Desk (IHD) at 1-800-686-1516. Hours of operation are Monday-Friday, 8 a.m. - 4:30 p.m. ET.

Familiarize yourself with the new Next Generation Managed Care member ID cards

- New Medicaid managed care ID cards have been mailed to members and are effective since October 1. This new ID card is a member's only ID card for all healthcare services including pharmacy benefits.
- You can view what the new Next Generation managed care member ID cards look like [here](#).

System Notice

We are aware that there is an issue when accessing MITS through the Provider Network Management module and are working quickly to resolve this issue. Thank you for your patience during this time.

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The Next Generation of Ohio Medicaid Program Launched New Initiatives Saturday!

On October 1, the Ohio Department of Medicaid (ODM) launched Centralized Credentialing in the Provider Network Management (PNM) module and Single Pharmacy Benefit Manager (SPBM) as part of the Next Generation of Ohio Medicaid program. Through this launch, ODM has helped reduce administrative burden on providers.

The Next Generation managed care program changes do not apply to MyCare Ohio plans, which will continue to provide benefits to Ohioans who receive both Medicaid and Medicare benefits, with enhanced coordination of medical behavioral, and long-term care services.

What can providers expect with the launch of the SPBM?

- Pharmacists and prescribers have a greater ability to monitor quality, transparency, and accountability in the pharmacy program.
- The SPBM implements a single set of clinical/prior authorization policies and claims process, and serve as a single point of contact, reducing the administrative burden on providers.
- All managed care members have new Medicaid ID cards. If a member presents an old Medicaid ID card, use the Gainwell RxBIN (024251), Gainwell RxPCN (OHRXPROD), and 12-digit Ohio Medicaid Member ID (formerly MMIS ID).

What can providers expect with the launch of Centralized Credentialing and PNM?

- Providers subject to credentialing can be credentialed just once at the state level versus a separate credentialing process for each Ohio Medicaid managed care plan.
- There is no longer a need for paper agreements at long-term care facilities – all agreements are available online and do not require mailing back and forth for signatures.
- Providers now can view specialties and effective dates.



Ohio Medicaid has hosted a variety of provider webinars and trainings. If you missed the Next Generation of Ohio Medicaid Program Provider Overview Webinar, which reviewed the transition to the Ohio Medicaid Enterprise System (OMES) modules – including the SPBM and PNM – review the recording [here](#). If you were unable to attend or haven't yet viewed the trainings available for PNM or SPBM, you can find training modules, recordings, and more by visiting the [Provider Webinars and Trainings webpage of the Next Generation website](#).



Help desks are available. If you have questions related to pharmacy claims, prior authorizations, and other administrative tasks, contact the Gainwell SPBM Help Desk at (833) 491-0344 or visit <https://spbm.medicaid.ohio.gov>. **Questions related to Centralized Credentialing and the PNM module, OH|ID, and portal password support** should be directed to the ODM Integrated Help Desk at (800) 686-1516. For resources related to PNM and Centralized Credentialing, visit the [PNM and Centralized Credentialing webpage](#) on managedcare.medicaid.ohio.gov. For resources related to OH|ID, visit the [OH|ID Help webpage](#).



Learn more about the changes coming with the October 1 launch of the Next Generation program and their benefits for you! The SPBM reduces administrative burden by allowing you to work with only one PBM and by providing access to the SPBM portal where you can check eligibility of Ohio Medicaid members, submit and view prior authorizations and claims, and more.

The PNM allows providers to submit a single Ohio Medicaid enrollment and credentialing application. Providers will still contract separately with Ohio Medicaid MCOs. The PNM provides a single entry-point for enrollment, revalidations, and credentialing, and more.

Learn more by reading the [SPBM FAQs document](#) and [PNM FAQs document](#). You can also visit the [Resources for Providers webpage](#) of the Next Generation website to access information about the October 1 improvements and changes.

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The PNM Module is Live

The Ohio Department of Medicaid (ODM) is excited to announce that the Provider Network Management (PNM) module went live on October 1!

The PNM module serves as the single-entry point for secure portal functions such as claims submissions, prior authorizations, and member eligibility verification. Beginning October 1, until December 1, providers are redirected from the PNM module to the appropriate MITS functionality.

As a reminder, ODM, the Ohio Department of Developmental Disabilities (DODD), and the Ohio Department of Aging (ODA) have implemented this new system to replace the current MITS Provider Enrollment subsystem and MITS Provider portal.

What actions will I need to take?

1. An **OH|ID is required** for providers to access the PNM module. **If you do not have an existing OH|ID**, you need to create one to access the PNM module.
 - Access the PNM module by clicking [here](#).
 - Click on the “Don't Have An Account Click Here” link on the PNM homepage. You will be redirected to the OH|ID site to create your new account.
2. **If you have an OH|ID** or once you have created one, **use your new OH|ID to log in to the PNM module** by clicking [here](#). You can also access the PNM module through a link on the [PNM & Centralized Credentialing page](#) of ODM’s Next Generation website.
3. **Setup your Administrator & Agent roles in the PNM module**. Remember, these will need to be re-established in the PNM module. For more information, access the [Agent Assignment & Actions Quick Reference Guide](#).
4. **You are now able to access the features and functionality available in the PNM module**, including managing provider data via self-service functionality, submitting new enrollment applications, verifying member eligibility, and submitting fee-for-service claims and prior authorizations.

What does this change mean to me?

The PNM allows providers to submit a single Ohio Medicaid enrollment and credentialing application, simplifying and streamlining administrative activities for providers. Providers will still contract separately with Ohio Medicaid MCOs. The PNM provides a single entry-point for enrollment, revalidations, and credentialing, and more.

For technical support

If you need assistance or experience technical issues, contact the ODM Integrated Help Desk at 1-800-686-1516 or email the ODM Integrated Help Desk at IHD@medicaid.ohio.gov for assistance with OH|ID or portal password support.

Additional resources

Additional resources can be accessed by clicking on the appropriate links below:

[Training materials](#)

[PNM Frequently Asked Questions \(FAQ\)](#)

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Single Pharmacy Benefit Manager is live!

The Ohio Department of Medicaid (ODM) and Gainwell Technologies launched the Single Pharmacy Benefit Manager (SPBM) on October 1. ODM's goals for the SPBM are to improve management and administration of pharmacy benefits for Ohio Medicaid managed care members. Through the SPBM, ODM gains increased accountability and ensures alignment with clinical and policy goals, while also improving transparency. Pharmacies must be enrolled with ODM to contract with Gainwell and provide pharmacy services to members. With the SPBM, pharmacists and prescribers see benefits from streamlining and consolidating of processes currently provided by multiple, individually contracted PBMs. Below are ways you can help support the transition to the SPBM beyond October 1, with links to available resources.

1. Watch the SPBM portal training videos.

- Pharmacists, pharmacy support staff, prescribers, prescriber support staff, and managed care entity (MCE) portal administrators and staff attended SPBM portal training. These sessions provided details about the tools available on the SPBM portal such as member eligibility verification, prior authorization submission for prescribers, the ability to quickly chat with the SPBM help desk, and much more!
- The recordings of these training are available, [here](#).

2. Access and review the SPBM provider manual.

- Gainwell's SPBM provider manual, also known as the pharmacy reference guide, is the primary resource guide providing key information to pharmacists, pharmacy support staff, prescribers, and prescriber support staff. The provider manual includes information related to pharmacy claims submission, reimbursement rates, pharmacy network requirements, the specialty pharmacy program, claims processing, utilization management, and prior authorization.
- The [provider manual](#) can be found on ODM's Next Generation [website](#) under, "Provider Manual." The provider manual is updated periodically to reflect program changes or clarifications as necessary.

3. Review resources related to specialty pharmacy information.

- Gainwell is responsible for managing pharmacy services, including a specialty pharmacy program, for Medicaid managed care members. This does not include members enrolled in a MyCare Ohio plan.
- Specialty pharmacy information, including specialty pharmacy contracting, specialty pharmacy reimbursement, and the specialty pharmacy drug list can be found on the [Resources for Pharmacists and Pharmacy Support Staff webpage](#), under "Specialty Pharmacy Information".

4. Familiarize yourself with the Next Generation member ID cards.

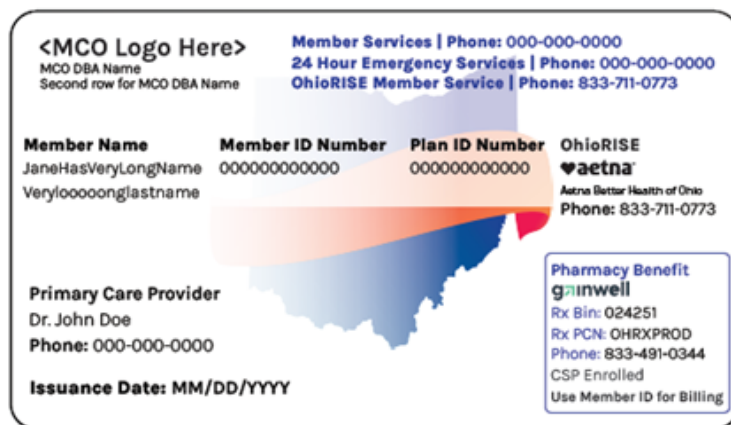
- Pharmacists and pharmacy support staff should be aware that Ohio Medicaid managed care members received a new member ID card in the mail from their MCO. (This does not include members enrolled in a MyCare

Ohio plan.) This new card reflects that pharmacy benefits for members enrolled in managed care are covered by Gainwell. Pharmacy benefits are no longer provided by the MCOs.

- Pharmacy services will now be billed to Gainwell, beginning October 1. Reversals for claims originally billed before October 1 should be sent to the original payer.
- If presented with a Next Generation identification card *before* October 1, 2022, verify coverage in the [Medicaid Information Technology System \(MITS\)](#) and bill pharmacy services to the member's assigned payer (FFS or MCO).

Going forward, Gainwell should receive pharmacy claims for managed care members. This does not include member enrolled in a MyCare Ohio plan. Claims for fee-for-service (FFS) members will continue to be submitted to the FFS Pharmacy Benefit Administrator, Change Healthcare. If a member does not have a Medicaid ID card, a pharmacy can verify coverage in [MITS](#) with the member's demographic information. To bill Gainwell, the pharmacy needs the following information:

- Gainwell RxBIN: 024251
- Gainwell RxPCN: OHRXPROD (note: Gainwell does not require a group number)
- Ohio 12-digit Medicaid member ID (formerly called the MMIS ID). Gainwell will **NOT** accept a secondary "member ID" assigned by the managed care plans.
 - Options to access a Medicaid member ID include viewing the MMIS located on the ID card or digital ID card via the MCO website or app, logging in to the SPBM secure web portal and searching for the member at <https://spbm.medicaid.ohio.gov>, query Surescripts against Gainwell's master patient index, or searching in MITS.
- **What does the Next Generation managed care identification card look like?**



Note: Coordinated Service Program and OhioRISE noted as applicable, pharmacy billing information is located on the front of the card, in the lower right corner. For a comprehensive breakdown please see the [Provider October 1 Launch One Pager](#).

5. Review and understand how to manage prior authorizations.

- Gainwell accepts prior authorizations submitted through the electronic medical record if supported, fax, phone, secure portal, and mail. As referenced above, the SPBM web portal training provides additional information on the submission of prior authorizations.
- Even if initiated prior to October 1, all Ohio Medicaid managed care members' active pharmacy prior authorizations will be honored through their original expiration date.
- Prior authorization forms and clinical criteria are available on the Gainwell SPBM website at <https://spbm.medicaid.ohio.gov>.

To learn more about Ohio Medicaid's SPBM, visit the [SPBM](#) page on the Ohio Medicaid Managed Care website and visit the [Gainwell Technologies](#) SPBM website.

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Feel free to distribute the information contained within this update to your colleagues, organization's members, or with anyone who you think might find it useful. We want all Ohioans to know what is going on with ODM's strategic initiatives.

Please also encourage anyone who you think might be interested in receiving similar updates to [subscribe to the ODM 2022 Press](#).

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Our email address will remain active through transition to and implementation of Ohio Medicaid's next generation program! We are always open to your ideas and feedback. To view our past newsletters, please [visit our website here](#).

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